BTEC Assignment Brief

Qualification	Pearson BTEC Level 3 International Subsidiary Diploma in Travel and Tourism Pearson BTEC Level 3 International Foundation Diploma in Travel and Tourism Pearson BTEC Level 3 International Diploma in Travel and Tourism Pearson BTEC Level 3 International Extended Diploma in Travel and Tourism
Unit number and title	**Unit 8: The Airport Experience**
Learning aim	A: Investigate outbound and inbound leisure and business passenger-handling processes, facilities and services in airports
Assignment title	At the Airport
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have started a new job as a trainee Passenger Service Agent at a local/national gateway airport. Your manager has asked you to familiarise yourself with the airport, and to produce an airport plan and details of the passenger journey through the terminal for both outbound and inbound passengers.
Task 1 –	Produce a plan of the airport terminal on which you have plotted the routes taken through the terminal by outbound and inbound leisure and business travellers. You may use a published plan or draw it yourself. You should include an outline of: • Outbound routes: from entry to the terminal, through check-in and security, into the departure areas and then to the gate • Inbound routes: from the aircraft to the terminal, through immigration, luggage reclaim, and customs and to the terminal exit. To accompany your plan, you must provide a written commentary. Your commentary must: • describe all the processes encountered, facilities and services available for leisure and business travellers along the plotted outbound and inbound routes, including technological innovations • analyse the choices available to outbound and

	inbound passengers, including the potential use of new technology, and how these choices can enhance their experience as they journey through the airport, between landside and airside, and to and from the aircraft • explain how the key passenger handling processes comply with specific named legal and regulatory requirements at check-in, through security, at the gate and after disembarkation. Produce a written evaluation for your manager in which you: • evaluate how and where key outbound and inbound passenger-handling processes ensure the safety and security of passengers, crew, other personnel and the public in and around the terminal.
Checklist of evidence required	Airport plan Accompanying written commentary Written evaluation

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria, you must show that you are able to:
8/A.P1	Outline an outbound and inbound passenger journey through an airport for a leisure and a business passenger, describing the processes, facilities and services available along the route
8/A.P2	Explain how the key processes at check-in, through security and at the gate comply with legal and regulatory requirements.
8/A.P3	Explain how the key processes after disembarkation from the aircraft comply with legal and regulatory requirements.
8/A.M1	Analyse the choices available to inbound and outbound passengers as they journey through the key passenger-handling processes at an airport, including the potential use of new technology and how these choices can enhance the passenger experience.
8/A.D1	Evaluate how and where passenger-handling processes effectively ensure the safety and security of passengers, crew and others in the airport.

Sources of information to support you with this Assignment	Learners should be encouraged to research the main and regional airports within their country: https://www.bangkokairportonline.com/ https://www.dubaiairports.ae/ https://www.baliairport.com/ https://www.heathrow.com/airport-guide https://www.cardiff-airport.com/ https://www.gov.uk/government/organisations/border-force/about https://thailand.iom.int/immigration-and-border-management http://www.porthealthassociation.co.uk/ http://www.who.int/ http://www.who.int/ihr/publications/9789241580496/en/ Dale, G. (2019) *Pearson BTEC National Travel and Tourism Student Book.* Harlow: Pearson
Other assessment materials attached to this Assignment Brief	N/A